

HANDOUT

Structure of ISO 9001:2008 Requirements

Section 4 **Quality Management System**

- 4.1 General requirements
- 4.2 Documentation requirements

Section 5 **Management Responsibility**

- 5.1 Management commitment
- 5.2 Customer focus
- 5.3 Quality Policy
- 5.4 Planning
- 5.5 Responsibility, authority and communication
- 5.6 Management review

Section 6 **Resource Management**

- 6.1 Provision of resources
- 6.2 Human Resources
- 6.3 Infrastructure
- 6.4 Work environment

Section 7 **Product Realisation**

- 7.1 Planning of product realisation
- 7.2 Customer-related processes
- 7.3 Design and development
- 7.4 Purchasing
- 7.5 Production and service provision
- 7.6 Control of monitoring and measuring devices

Section 8 **Measurement, analysis and Improvement**

- 8.1 General
- 8.2 Monitoring and measurement
- 8.3 Control of non-conforming product
- 8.4 Analysis of data
- 8.5 Improvement